

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4601	04/02/02	03	Customer complained that CA 4538F didn't follow Customer notes not to announce "call"	04/02/02	CA doesn't exist. Also, Ca did a right procecura. CA misunderstood customer's question.
3368F	04/03/02	21	This agent was not paying attention to what I wanted to do on my call. I was redialing a nbr that I had originally called with another agt previously and I only wanted to leave a msg on the ans mach. I was going to let the agt know the msg that I wanted to leave so I told him that I wanted to leave a msg and then I said ok QQ GA and I expected him to ask me or let me tell him what the msg was first but instead the agt just said, "nbr you are dialing to pls?" So I gave him the nbr to dial and he dialed it and then typed, "your msg has been left!" and agt was doing but he certainly wasn't paying attention to my call.	04/04/02	Addressed agent regarding this complaint and he did recall handling this particular call. The agent stated that what the customer said is exactly what transpired on the call. Once she informed him that she wanted to leave a message, he requested the calling to nbr. After dialing the nbr requested and reaching an answering machine, the msg was relayed to the customer. While attempting to press ALT 8 macro, (ans mach) ga, he accidentally pressed the Alt 9 macro, which is when the customer inquired about what msg had been left. Before he cld respond to her question, she disconnected. I coached the agt on the proper procedures that shld have been followed on this call. The agt was informed that he shld have responded to the customer's question by simply typing (yes) ga and once the messae and calling to nbr was provided, then he shld have placed the call for the customer. He was also informed that if he accidentally sends the wrong macro, the backspace key shld be pressed immediately to inform the caller that it was a mistake. The agt was receptive
3367F	04/03/02	07	"I have a speech disability Johna and my hearing is ok. I attempted to call the country ADA implementation corrdinator for my county but got the ans mach instead and because what the oprt typed didn't make sense I dailed to listen. I found that the opr had got the name wrong, the title wrong, and the nbr to call wrong. Completely useless waste of my time."	04/11/02	Coached 6037 on call accuracy. Agent remembered call & agent confirmed that she had dialed the numbers given to her before caller hung up.

Complaint Tracking for California

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3366F	04/03/02	07	I want to make a complaint CA 9278M. He gave me a hard time with his typing. I had to keep repeating over and over to the cab driver and he was slow in typing the "GA", just kept me waiting on the line."	04/04/02	The agent was addressed regarding this complaint and she stated that the cab driver repeatedly asked the VCO user the same question and he merely relayed the conversation. He also stated that there was a time when they were placed on hold and he sent the ALT. macro (HOLDING), to the customer to keep her informed of what was going on at that particular moment. He contest that after the voice person was finished speaking, GA was sent shortly thereafter. The agts file was reviewed and he has demonstrated that he is able to successfully process various types of calls without any problems typing at 58 WPM. However the agt was coached on the importance of keeping the customers informed. The QA dept will follow up with scans and evaluations.
3365F	04/03/02	04	Why not Sprint Co change the rule or deaf clients/users since we want to have some info like how we suppose knowing if the caller has angry or nice tone voice?" (asked for more info) "I use Sprint Relay service the Relay service explained to the caller how to use it the caller never had experience to use it unfortunately the caller hung up so I asked the Relay service if the caller had foreign accent the Relay service told me that they are no longer giving me the info I was like "huh?" so I asked to speak to her/his manager so, I did speak to manager, Susan. I explained to her how much I am really appreciated with her employee for trying to explain to caller but I asked Susan why can't her employee give me some info since I can't hear anything" (explained Relay opr types description words to describe how person sounds but when call is ended the Relay no longer has that info) "Ok I understand that, how am I suppose to knowing if the caller has foreign accent or not it was too short conversation. The caller kept repeating, "I don't know anything about this: so it	05/10/02	No agent error - Sprint has a policy in place as already explained to the customer at the time of filing the complaint that once the voice person hangs up that info is no longer available. However this is a unique situation where the voice person hung up so quick beyond anyone's control and the TTY user was requesting the tone of the voice. Due to the response that agent provided my have been because the agent was unable to judge the tone of voice. Attempted to contact customer 4/8 - 3:26pm - left msg to let her know we are looking into her issue / policy - left tty # too. 5/10 - 3:10pm - busy 3:12pm - left msg to explain the resolution / policy in place. Apologized for inconvenience. Left my tty office # if she wishes to call back.
1871	04/03/02	17	TTY caller reporting for "Audrey's Mom" says opr was rude to Audrey's mom no opr ID Available.	04/03/02	No agent ID number no further action possible.

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12368	04/03/02	07	The customer stated that the agent's typing speed and accuracy was very poor.	04/04/02	Agent was addressed regarding this complaint however she did not recall having problems with her speed or accuracy on any call. The QA department blind monitored the agt to further investigate this matter and she performed quite well. She was able to type messages verbatim and accurately at a high rate of speed. After reveiwing the agts file discovered that she has a history of performing the highest lever of service to our customers while being blind monitored as well as evaluated. Nevertheless, a typing test was administered and she scored over 60 WPM with a minimal error rate. In addition, the agent was coached on the importance of relaying at the top speed and accurately. She was also informed that if a voice person is speaking slowly, that she shld inform TTY user of this so they are aware of the situation and will not think that it is the agt whom is typing slowly. She was receptive to the feedback provided and the QA dept will follow up with scans and evaluations.
3371F	04/05/02	21	Customer called in wanting to get a telephone number. When I let him know that he would have to call relay and ask the agent to dial Directory Assistance to get then nbr as we don't have any. He let me know that he did that already and had gotten transferred to me.	04/09/02	I spoke to CA #4342. She didn't recall that one. She said she would dialed to DA per request. I told her to be sure she follows the customers instructions.
6836	04/08/02	21	Customer was very upset stated agent 6077F hung up on the oubound caller before relaying the persons final words. Aget was instructed to call back customer asked person about agent they said agent threaten to hang up during the call!	04/08/02	Agent stated customer typed bye sk, agent said "Bye the caller is ready to hang up" outbound disconnected agent received greet banner, then hit F5 to disconnect the sent the ALT O customer then asked did you type the last word I said agent said yes customer then asked what did tey say agent typed "Relay here she didn't type anything she just hung up the phone. Customer asked agetn to redial reached a diffrent person.

Complaint Tracking for California

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3078	04/08/02	30	This customer called customer service to complain that her ph bills were charged for Mexico calls and thought it was Free LD calls for international call. Customer Svc referred to me. This customer wanted credit for her calls.	04/24/02	I contacted this customer 4/23 and left a msg with a voice person who picked up. Customer contacted me again several times and we finally connected on 4/24. I explained the Free LD does not apply to International calls which is Mexico--only domestic US which was indicated on flyers. She understood. I apologized to her.
3385F	04/09/02	08	customer received a call from a deaf employee. She is usually pleased with CRS, however she felt the need to report the service she received from agent 7167F. The customer said, "although the agent was polite and repeated when necessary, she acted like she didn't want to be there. I don't know if she was sick or bored or what. The way she droned as she read the TTY msg it was apparent she didn't really want to be there. If she is sick she needs to be sent home. IF it is some other reason she needs to be reprimanded for providing poor quality service.	04/09/02	Agent 7167 is not assigned to any Austin employee. California is a multi-vendor state. This may be a case where the caller mistakenly thought the call was processed by Sprint. Maybe an MCI vendor complaint. Without additional information further investigation is not possible. Customer service did not indicate customer gave permission for follow up.
4606	04/10/02	21	Caller was angry because the greeting macro he received at the start of the call contained the word California - He was very frustrated at the agent for sending this greeting.	04/10/02	Apologized for an inconvenience. I explained that the greeting macro was automatic. Agent has no control & can't change. Customer said I was lying & used a lot of profanity language to both CA & me. I offered to transfer to customer service but the caller hung up instantly. CA did the right procedures.
12361	04/10/02	29	Agent 9313M processed a call for me for about 30 minutes and in the middle of the call the line was disconnected. I would like to know what happened and why.	04/10/02	Addressed agent regarding this matter and he stated that he remembered processing this particular call. The agent that in the middle of the call, the red box appeared indicating that in bound caller had disconnected. The out bound voice customer was then informed that the caller disconnected, at which time the voice person disconnected as well. A CA feedback form was filled out immediately after the incident occurred. It appears that the agent experienced technical difficulties during this call and a trouble ticket has been entered. The QA dept will contact the customer to explain what transpired on the call.

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12308	04/15/02	03	The customer stated that the agent did not ask for the person they requested.	04/15/02	After receiving this complaint, the agt was blind monitored. The agt was observed following the customer request to ask for a specific person and the specific person announcement was used when doing so. I addressed the agt regarding this complaint however he had no recollection of the call. He stated that he always asks for the specific person when instructed to do so by the customer. However, the agt was coached on the importance of following the customer request. The QA dept will continue to monitor the agt to ensure customer's requests are adhered to.
6846	04/16/02	21	Agent 6157 told me all circuits were busy and refused to redial for me. I called back to another opr & the call went thru. This was @ 8:14am.	04/23/02	Spoke to agent "agent dialed #" reached recording that said all circuits are busy. Agent disconnected redialed back she same # reached same recording typed rec. out. Customer asked agent a question agent was under the assumption the customer didn't understand the typed recording agent then explained on her own words what the recording meant. All telephone lines are busy at this time customer then diconnected never asked agent to redial. Not agent error.
6848	04/17/02	15	Agent 6349 did not type recording properly. Typed wrong hours business is open.	4/17	Coached agent on proper recording feature procedure.

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7369	04/17/02	17	VCO caller said she started the call with: "Praise the lord . . . Good Evening . . . How are you? . . . Did you say 8783F?" Agent replied "that's correct." Conversation follows as repeated by VCO: What is correct? Agent 8783F That's Correct. VCO: That's two different questins. Agent 8783F My nbr was said, I said that's correct. VCO : It was dumb on your part to answer that way. I was taught in elementary school to respond to all questions. Agt 8783F: Pls do not call me dumb. VCO: I did not call you dumb. I said dumb on your part." Agt 8783F: I will not be abused or talked to in that way. I will call for a supervisor. VCO hung up & called again. VCO caller said the agt seemed sarcastic and this needs to be corrected. Pls have a supervisor (not Folia) phone the VCO caller. The caller that if needed pls leave name, nbr with ext. on her ans mach. Pls allow phone to ring 10 times so ans mach will be activated.	04/27/02	CA remembers call vividly. Stated that the VCO customer was upset & rude to her because (CA) wld not have conversation wih her (break transparency) CA offred supervisory assitance to customer to help facilitaite call at which time Vco customer hung up. 5/13/02 - Contacted customer I explained the resolution and she thanked me for calling and then had questions regarding relay afterwards.
10878	04/17/02	30	I am fed up with same playinggames that your FLA Sprint Agent still abuse mis dial the different nhrs to cahрге me on the Zum Local calls over over again. Sprint CRS 9196F this morning 10:11am she abused to mis dial 323 776 instead of 323 667. I am fed up wit agents played game to abuse charge deaf people.	04/24/02	Met with agent. Coached agt on the importance of dialing the correct nbr provided. Also coached agt on how to request immediate credit when the agt dials a wrong nbr.
10879	04/17/02	30	I am fed up with same playinggames that your FLA Sprint Agent still abuse mis dial the different nhrs to cahрге me on the Zum Local calls over over again. Sprint CRS 9196F this morning 10:11am she abused to mis dial 323 776 instead of 323 667. I am fed	04/24/02	Met with agent. Coached agt on the importance of dialing the correct nbr provided. Also coached agt on how to request immediate credit when the agt dials a wrong nbr.

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3430F	04/18/02	05	Caller said "I just called Sprint CRS and agt 9464m answerd. I asked if I cld make a long distance call via Sprint although my COC is ATT instead of answering or transferring me to customer service, he hung up not happy camper me ! GA"	04/19/02	After receiving this complaint, the agent was monitored. He was not observed disconnecting calls and he demonstrated that he is able to follow customer's requests when they are provided. Addressed the agetrn regarding this complaint, however he stated that he had no recollection of the call. He also stated taht if a customer instructed him to use AT&T instead of Sprint, he would press the appropriate key to access the COC menu and select AT&T as requested. He also stated that he would never disconnect a call on a customer, as he is aware of the consequences of doing so. Nonetheless, the QA dept will follow up with scans and evaluations.
3432F	04/18/02	06	Caller said: "want to report an agent of all the years I'm on TDD I had never seen such misspelling. I had to guess at some of the words and sentences. I knew Eric was calling me and it came across as Eren. Well I got the nbr and I don't know how the person was hired 7887F GA"	04/18/02	Unavailable to coach CA due to employee no loner w/ company.
12138	04/20/02	4	The customer stated that the agent allowed the line to disconnect and did not respond when questioned about the situation. This agent was the worst I ever had as her typing and spelling was awful.	04/21/02	After receving this compaint the agent was blind monitored to further investigate. The agent did a great job of keeping the customers informed, she responded promptly when questions were asked. The agent typed the voice person's messages verbatim and using great speed however had minimal typos. Nonetheless, the agent was coached on the importance of typing accurately to ensure the customer understands what is being typed. The QA dept will follow up with scans and evaluations.

Complaint Tracking for California

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12266	04/21/02	04	The customer stated that agent 9819F did not inform her that wld be a change of agent on the call. Agent 9819F allowed agent 9951F to relieve the call while the line was ringing and after receiving the still ringing. "GA" the agent sent the macro to inform her that their was a change of agents. However the VCO user was speaking at the time since a "GA" has been provided after still ringing. This in turn caused the msg to appear garbled on the customer's screen. The customer was upset and stated that the operator shld have waited until she said "GA: before the operator started typing. She also stated that agent 9819F did not relay her customer request to the releiving agt. The customer feels that she shld not have to repeat her request when there is a change of operators.	04/24/02	Met with agent 9819F and she stated that she informed agt 9951F of the customers instructions. However, coached agt on the importance of following customer's request and also reveiwed procedure for relieving calls. Met with agt 9951F and she was coached extensively on proper procedures tha shld have been followed.
12400	04/26/02	03	Agent 9681F did not type th answering machine msg verbatim. The agt was then instructed to redial and the agt did not redial just typed what she thought she heard. The customer told the agt that she knows that the answering machine does not say that as she had called the nbr many times before and that is not the same msg.	04/26/02	Met with agent and coached agent on the importance of adhering to customer requests and proper procedures to follow when reaching an answering machine. Appropriate action will be taken.
12400	04/26/02	04			
12384	04/29/02	04	The customer stated that she had given the opr instructions to wait for a live rep. If not then type the recording. The customer stated there were long pauses and the opr selected whatever she wanted to select. The opr also did not let the customer know what was going on. The customer stated also that th opr took over the call because when a rep came on the line it was a waste of lime cuz it was not the dept she wanted.	04/29/02	Met with agt. Coached agt on the importance of keeping the customer informed. Also informed the agent that at no time is she allowed to select options for the customer if she ws not instructed to do so.
12384	04/29/02	09			

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12401	04/29/02	4	Customer stated that her son hung up in the middle of their conversation because the opr mic wasn't working properly. The customer asked the agent at what point of the conversation did her son hang up 6 times and the agent kept telling her "person hung up Ga or Sk would you like to place another call." After the 6th time the agetn finally answered the customers question and the customer requested a supv. The agent responded to the customer by saying "If you think you were so good and smart come over here and do my job for me SK" then the agent disconnected the call. I apolgized to the customer for the inconvenience and assured her that the agent would be addressed immediatly. Also thanked customer for letting know about the incident. Customer does not request a follow up.	04/30/02	Met with agent. Coached agent on the importance of keeping customers informed. Also coached on the importance of diplaying a professional and pleasant attitude toward customer and the importance of not disconnecting calls. Appropriate action will be taken.
12401		5			
12401		17			

Complaint Tracking for California

May 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5287	05/01/02	17	Customer says male CAs (specifically) are having a lot of attitude. Also says, in general, most CA's are not announcing their number.	05/03/02	No further action possible No Ca # provided.
1915	05/03/02	17	Customer was upset cuz they felt the CA was messing up their call. They said CA was being "threatening and abusive by not reading their msg right. The OB hung up on them. I observed call for a time before inbound asked for supervisor, CA was reding entire msg the Inbound notes said to not announce relay and say "a person is calling thru CA relay using opr assistance" Inbound notes said not to give ID # so CA thought that also meant cld not give Ga which caused some confusion.	05/03/02	Explained to CA that the inbound still had us announce it a different way so they wld still give GA. She understood and wld do that form now on.
6869	05/03/02	06	Customer was upset with the agents spelling.	05/03/02	Agent was aware of his typos would try harder to make those corrections in the future.
12426	05/06/02	21	TTY user complained that agent 9187F-misdialed area code 310 instead of 310. She also stated that she is fed up with agts threatening to play gavmes over and over.	05/08/02	Met with agent. Coached agent on the importance of dialing the correct nbr. Also advised agent of the procedures to follow when a wrong nbr is dialed.
1922	05/07/02	02	TTY customer "very angry" with CA 1499. At 11:40am the CA placed a call for custoemr & didn't follow customer notes said. "Announcement Deaf caller calling thru relay operator assistance." Opr must not announce "sprint" california" or "CRS" words. Must not announce opt id # the caller found out from the person they called that the agt announced with regular greeting. Also didn't send "person hung up" the CA just hung up and TTY still had other call to make.	05/07/02	CA demonstrated knowledge of proper way to announce this call & confirmed she had read cust notes prior to call and did announce as instructed however during call the outbound was very persistant in trying to get detailed info regading call orgin - Ca stayed transparent & relayed these questions. CA recalls the caller as saying "Thank you" & the caller disconnected CA knows never to disconnect inbound until Red Disconnect flag appears.
1922	05/07/02	05			
3479F	05/07/02	29	Customer is Tty nbr is 559-781-3478 has put blocks on 5 different nbrs in database and none are working. RCS rep simulated a call fro the customers's nbr with relay agent 9720F and none of th blocks were working. RCS response: Apologized for the inconvenience and assures that we wld turn in a trouble ticket on the problem Trouble Ticket nbr is 1000160112.	06/05/02	May 10 - Tech made test calls revealed that calls blocked using a FLA configuration - D When configurations Cali and discovered that there was problems - it had been corrected after May 30th configuration upgarde the system.

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3484F	05/10/02	03	Customer states " I have been an interpreter for 20 years and I understand how Relay works," Agent 4904M chose to delay reading what was being typed on his screen "until he had a whole paragraph" and once he started reading, I needed to write down information. "I asked the agent 4904M to please stop so I cld write down the information I needed, "but agt ignored customer request. "Operator I am asking you to repeat what you are saying cuz I have to write this info down." Customer stated the cal lwas prolonged because the agt idd not do as he was asked. After the call, customer asked for supervisor. Supervisor agreed that the agt cld have paused long enough for her to write down what was being said. Supervisor then said the line wld automatically disconnect, which it did.	5/10/2002 5/28/2002	Discussed w/agent 4904 why he had a problem with this call. Coached him on when he can repeat what tty was typing and explained that he shld have in this case. Agt now understands that he needed to follow customer instructions as they did not go against Relay policy. Faxed to CA acct mgr. 5/28 2:20p I contacted customer and explained resolution she thanked me for calling to follow up. Cheryl Bella.
3495F	05/13/02	21	Customer says that the agent dialed nbr correct nbr and got an answering machine. The customer told the agt that she wanted to leave a msg. Customer states that the agt then redialed to a wrong nbr because the message typed back to her was "that nbr is not available." The customer told the aft that the had dialed the wrong nbr. The agt never answered but left her hanging. She dailed back and got agt 7710F. She told the aft that she watned to leave a msg as the call had disconnected. The customer was upset that the agt cld not leave the message on the first call.	05/16/02	Met with agent. Coached agent on the importance of following proper procedures. Also coached agent on the importance of dialing the correct number.

Complaint Tracking for California

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4664	05/13/02	09	Customer complained that CA 4516F was unprofexxional & did an inappropriate approach w/customer. Customer tried to ask CA for a clarification but CA relayed to tty user. In addition, customer was talking to CA that she was rude & Ca relayed to the tty user, which mislead the user thinking that cust said those words to tty user. Opr shld type "opr is rude. the patien became angry w/the health care. CA has no manners. There was a pause & finally opr came on again. Opr refused to respond any of cust ??'s It becomes a legal issue since the patient already had a legal issue w/them. I apologized & explained about "human wire" CA cannot endanger the conversation. Cust kept interrupting me and didn't allow me to complete explaining the procedure. Cust wants a follow up.	05/29/02	I called the customer at 4:30p and tried to explain that neither agt nor supervisor can engage in conversation while connected to an inbound caller and an outbound customer. I also tried to explain the agent must type everything a voice customer says even when that customer is speaking to an agent and not the tty customer. Also concerning the customer believing the agent did not type verbatim because she said "opr you're being rude: and the opr typed "you're being rude"(making the tty customer think she was referring to them and not the opr). I checked with both CA's involved in the call (4516f) and 4914f whom the customer did not identify) before calling the customer and both said they typed verbatim. I suggd to the customer that the tty user cld have mistaken what was typed. The customer was not satisfied with my explanations and the customer wants to speak with the acct mgr. 5/29/02 Spoke w/customer-she was very unhappy w/service and felt Relay opr was not responsive or interactive-I explained the procedure & provided suggestions to wait before or after the
4664	05/13/02	17			
4665	05/13/02	00	The customer wants us to email the resolution to them. Customer said they were left dangling after a garble problem, wants us to speak w/agetn to find out what happened on Relay's end. The customer hung up after a long period of time passed w/no response from Relay. I apologized to cust & said the agent's supervisor would speak with them.		The agent reports that soon after the call started, the TTY user's text began to garble on the agent's screen. Then no typing from the TTY user for a ling time, followed by the TTY user's message "Can you read me". Agent sent "Relay here msg garbled pls repeat", and received heavily garbled words. Agent also slowed transmission rate, resent the "msg garbled", but that did not clear garble. During these periods the hearing person on the line was not verbalizing anything to type to the TTY user. Then the agent received the disconnect notification from the TTY user's phone line. Submitted TT #176846 and emailed customer with above info and that it wid be checked for technical problems.

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4665	05/13/02	26			
4668	05/16/02	03	Customer concerned that agent 4153 did not follow her instructions. The agent reached a recording with options to press and the customer typed their desired option while the recording was playing. However by the time the customer typed their instructions, a live person answered and the agent did not hang up follow her instructions.	05/22/02	Talked to CA about what happened - the kept the customer informed & typed (live rep on the line) @ the stime time the caller wanted him to hang up. Feed back: to follow the customers instruction. Called the caller to leave the msg for follow up on 5/20/02 and 5/21/02 twice- Haven't heard from her yet.
6765A	05/17/02	04	Agent waited too long and did not respond after sending the holding macro. Agent did not respond and seemed to hang up. Told calelr complaint wld be noted and Agent's supervisor wld be notified. Customer does not request follow up.	05/19/02	Met with agent. Coached agent on the importance of responding in a timely manner. Also coached agent on the importance of keeping customers informed.
12407	05/17/02	05	Customer called and stated that CA 4111F hung up the call before it was finished	05/22/02	Follow w/agent: CA 4111F does not recall any unusual occurrences, including call endings on Friday 5/17. She was not working during the time of this complaint (in any US time zone) She is aware to never disconnect a call without supvisor approval. 5/21 & 5/22: Four unsuccessful attempts to contact customer: 5/21 4:05 pm (busy)- 3 dials; 5:50 pm - Msg on tty ans mach; 730pm (busy)- 3 dails. 5/22 9:10am 3 dials: no answer, then fax machine; Busy; no answer then fax tones. Unable to contact customer.

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4670	05/17/02	07	Cust stated agent "F--ked up my call royally", when asked to please be specific, cust. Continued to use foul lang., called agent foul names, said agent typed incorrect info regarding times available for appointment, agent refused to talk to him when asked why she f--ked up the info (this was asked while both parties were still connected) cust. then asked for another agent (agt chg was done) ... cust wants follow up. Note: It was very hard to get any info out of this cust regarding what the agent did. This cust used the "F" word in every statement, called the agent names. When he did provide specifics, I was able to view what he was talking about and the agent did type an error but corrected it and typed the correct info...agent typed to cust(agt can not engage in conversation) when asked by the cust why she F'd up the info.	05/20/02	Folo w/agent & asst supv: Agent made one typo on times, because she misunderstood voice user. She immediately back-spaced (xxx) to correct it. Agent remained transparent & relayed everything. Agent followed correct procedure by redirecting the caller. Called cust 5/20 1:30pm. Attempted to confirm/clarify what mistake agent had made, to no avail. Customer refused to discuss details of complaint. I explained relay policy & contractual obligations. I apologized to cust & thanked him for feedback. Cust not satisfied & wants Acct Mgr to contact so he can file a complaint against me also. Faxed to Cheryl Belly 5/17 I contacted This customer and talked on tty for almost an hour. Customer appreciated me calling to follow up and that i have truly listened to his suggestion. I will bring it up to the training managment and let them know the customer's feedback to ad (my error) (my apologies) during call. I thanked him for the feedback, which is valuable. He seemed to be satisfied with this resolution and reminded him if any dissatisfaction of
4670	05/17/02	21			
4671	05/18/02	04	Calif voice user complaining about agent 4812m who set up voice to vco call but did not inform voice user that the call was ready to start (user voiced "opr are you ready?" and answer one of us before I call your supervisor") agt typed all that -did not directly answer. I apologized said agent wld be talked toby supervisor - suer wld like call back regarding resolution.	05/23/02	CA is no longer employed. Unable to coach CA. Attempted to call customer on 5/20 at 355pm (mst); 5/22 @ 4pm. Spoke w/customer on 5/23 @ 1255pm- informed customer that CA is no longer employed. Customer appreciated my getting back to her - She would like to commend everyone else for doing a great job.
4674	05/20/02	03	Customer said agent 4675F did not follow instructions and dialed the wrong nbr and did not wait for a line person to answer once connected to the correct nbr. I apologized to the customer and said we would speak w/agent. Customer said they wanted a call back.	05/25/02	Spoke w/agt and told her to make sure she followed cust instructions & if she did not understand them to call a supervisor. I then called on 5/25/02 to the customer, reached a tty answering machine and left a msg at 3:15p. Also called at 4pm and 6pm.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1946	05/21/02	02	TTY customer was upset that there was an agent change toward the end of his call & that the CA who relieved wld not tell him how the voice person sounded after the call was over.	05/21/02	Customer said that Cheryl Bella told him he wld have special permission to ask how the voice sounded after the call. His customer notes read "Provide tone of voice of voice person at end of call when requested. I explained that voice description needs to be done while the call is in progress. CA's are restricted & cannot follow customer "notes that break correct procedure. I suggested that he change his notes to read "provide tone of voice of voice person during call. He preferred to keep his notes as written. I told him I wld send a copy of this contact to cheryl Bella (acct mgr) Both CA's followed correct procedure.
11814	05/21/02	21	this customer wants to file complaint about supervisor. Betty Bellard, who he felt didn't handle the complaint appropriately. He quoted "I resent such matrix management as there are no accountability or direct line of I percieve your supervisor Betty Bellard as an evasive and elusive one as he refused to admit error initiall or did not bother to apologize thus I reject her wholly and wanted to file a formal complaint. She demonstrated such defense mechanism as well.	05/29/02	In center managers absence, I discussed situation with the supervisor Betty Bellard. Paul will meet with her for more feedback up his return. Read over tty tape of conversation.
3019G	05/22/02	02	CA TTY customer received a relay call and was upset that agent 4151F ignored her customer notes which state do not typed any background noises. Also agt did not give her ID # when asked.	05/23/02	Unable to track the phone # to see if it is a repeated complaint friled recently.
3019G	05/22/02	21			
4680	05/23/02	03	TTY customer typed to agent to not annouce relay on outbound ans mach. Instructions were typed after the message tobe left and were not in parenthesis. Agent read everything on ans. Mach customer very upset as it was a business call. Wants feedback via mail and live person on the phone, when calling customer. leave msg on voice recorder as customer stated they dont have a dedicated tty line. Can call anytime. Apologized to the customer for the situation. Informed customer that complaint wld be submitted to agents T.L. and a copy sent to Acct Mgr. Customer wants feedback via mail and telephone.	05/25/02	In consulting with the agent, I reminded her to call for assistance if user instructions are unclear. I called Mr. Juhas at 7:40pm 5/25 and left a voice msg on his machine to that effect per his request. This mg included the AZ cetner business nbr in case he has other questions. I. also mailed a letter to that effect to the above address per customer's request. This contact is also being faxed to California Acct Mgr. per customers request.
4680	05/23/02	09			
4680	05/23/02	18			

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4677	05/23/02	26	The caller was angry that CA 4102 kept on sending garbled. He demanded to talk to AZ Acct Mgr & telecommunication Consumer Affair Program. I told hm that we don't have AZ Acct Mgr so Id be more than happy to give him Sprint Acct Mgr. He declined continued to complain for 15 mins. I asked if he wanted follow up and he declined and disconnected.	05/28/02	I followed up w/CA 4102F re: msg garbled. She said the msg was garbled & se was unable to read anything on the screen. She had attempted to adjust the speed & used other macros hoping to resolve the garble, but none worked. Possibly it was due to technical difficulties. Ca did a right procedure to communicate w/customer about msg garbled.
4679	05/23/02	04	Customer complained that 4303F did not follow her customer notes saying to type how person sounded after the call had finished. I apologized to customer and said I instructed the agent not to type the info as it was against policy. The customer wants us to call the acct mgr & call her back.	05/28/02	I emailed the western Regional customer Relations mgr. John Moore on 5/24/02 and told him customer said he granted her special permission to have agt type how person sounded when call was finished. He emailed me back saying this was incorrect & would contact the customer himself. rb
4682	05/24/02	02	Customer complained that agent 4771 did not verify the phone nbr before dialing her call as stated in customer notes. Customer also concerned the agent did not keep her fully informed of call progress. I apologized to customer and said would talk w/agent. No call back necessary	05/24/02	Spoke to agent & told her to make sure she reads customer notes and make sure to keep customer informed.
4682	05/24/02	04			
4684	05/25/02	17	California CRS TTY user complaining about agt 4412 yesterday 5/24 on a call to the IRS, in which the agent "threatened to force me to call thru the Federal Relay Service" This customer says that many times in the past CRS agents threaten things, most often to hang up. I apologized several times, and asked if the customer would like to be contacted after the agt is talked to. This customer declined, saying no one ever gets back to him about these CRS problems. I offered contact info for the CRS acct mgr. This customer declined, saying this was a "fake offer", as there has never been adequate response back from Cheryl Bella in the past. This customer does not want to be called about this. Intead, this customer chooses to call the business nbr of the AZ center, after the holiday regarding resolution of the call regarding this agt.	05/28/02	CA #4412 stated that she hasn't had any calls to IRS in a few months. She didn't recall any clue- Also, she wouldn't hang up on anyone.

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4683	05/25/02	09	California CRS TTY user complaining about agt 4699F on a call this morning (5/25) at 9:10am. On a call to a dentist's office, agent 4699F told this TTY user that the office hung up. This TTY user says that after checking with the dentist's office, the person at the office says the agent threatened to hang up on the office twice. Also, the agt never communicated info to make an appt at the dentist office; the customer had to call later with another agt to make the appt.	05/30/02	Follow w/agent: CA 4699F. Ca was puzzled and doesn't recall an incident. I know Ca wouldn't do such a thing like being rude.
4683	05/25/02	17			
4684	05/27/02	21	Caller said Ca misdialed # and stated that his mother never had an answering machine-Ca typed answering machine recording - the caller asked for a supervisor & had me rechecked. Apologized and asked if he wanted Ca to redial again. He agreed then got hold of his mother. She said her friend set up an answering machine and tried to disconnect the machine.	05/28/02	the caller apologized to CA for an error. CA did the right procedure.
12483	05/28/02	21	Customer stated that on yesterday 5/27/02 agent 9519F lied to him. She said that no one answered the line when I dialed 1 800 898 4555 that nbr is open 24 hours a day.	05/30/02	Met with agent. Coached agent on the importance of relaying everything heard. Follow up customer Resolution: 1st attempt: Contacted customer 5/31 @ 5:30pm EST no answer. 2nd attempt: Contacted Customer on 5/31 @ 6:10pm EST. Apologized to the customer for the inconvenience and informed him that the agt was coached on this issue. The customer was satisfied with the resolution and thankful for the follow up.
12482	05/28/02	00	Agent 9059f took more than one minute to respond when asked to dial nbr. Agent 9059F threatened to disconnect outbound line. I am fed up with her wasting my time.	05/29/02	Met with agent. Coached agent on the importance of dialing out in a timely manner. Follow up customer resolution: 1st attempt: Contacted customer on May 31st @ 5:30p EST- no answer. 2nd Attempt: Contacted customer on May 31st @ 6:10pm EST. Apologized to the customer for the inconvenience and informed him that the agt was coached on this issue. The customer was satisfied with the resolution and thankful for the follow up.
12482	05/28/02	01			

Complaint Tracking for California

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3039G	05/28/02	03	I can't get any of the relay oprs or the sups to follow my instructions to place the relay cal lto my fiance. There are specific instructions when they dial the nbr to press "GA" before the call will proceed, that will send the signal to the TTY light and my fiance will answer. The oprs and the sups are not following my dialing instructions.	06/07/02	Contacted customer 11:50pm via VRS - explained about customer profile and next time provide specific agent # info so we can help further. Will bring up to Training mgr for heads up on new technology -using com som system. Thanked her for letting us know.
12225	05/29/02	21	Customer stated that he had called Doctors office and the agent all of sudden hung up on the outbound person. When the TTY called again with a different opr, the nurse at the doctor's office said she had not hung up on the call. The opr told the nurse that the TTY user wld hang up, so that is why the nurse hung up. The TTY user stated that after he typed, "...will I see different therapist?" the agent typed. (person hung up). The tty user stated that the agt was lying to him and that it was not right for the agt to get involved in the conversation. The customer stated that this incident occurred at 10:58 am PST.	06/03/02	Met with agent. Discovered that there was a misunderstanding between the agent and voice person. Agent voiced the caller's message that was misunderstood and resulted in the voice person disconnecting. Coached agent on the importance of voicing with clarity to ensure messages are received
3042G	05/29/02	03	Customer received this call through relay. During the conversation his call waiting beeped and caused him to miss part of what the relay opr was reading form the tty customer. He asked the opr to repeat. Instead of rereading what the person had typed, she typed what he said to the tty user and he had to wait for the tty user to type everything again. The customer wold like for a supervisor to make the agt aware that they can repeat without making the tty user type everything again.	05/30/02	Spoke to CA. She said the outbound was angry because Ca typed & relayed everything to tty caller. Ca did the right procedure.
1960	05/30/02	21	Customer was irritated that the CA would not repeat what tty user said after Ga. He said the CA shld just be able to repeat what was said and the need to retype question to tty user was a ridiculous policy.	06/03/02	CA followed proper CA protocol of not repeating any conversation once ga was given.